

Solus Bed and Breakfast – Terms & Conditions

Please read the following terms and conditions carefully before booking, as these will form a legally binding contract. Please note the cancellation policy before committing to a reservation. By making a reservation you are deemed to have read, understood and agreed to these terms and conditions.

Reservation

A reservation is made by through the 'Book a Room' page. Please ensure that you provide an e-mail address that we can use to correspond with you throughout the reservation process. When you press the 'Reserve Your Room' button, you will receive a booking reservation number. In order for us to confirm a reservation we will require a booking deposit. We will issue you with an invoice for the deposit, amounting to the first night's occupancy rate. This invoice will include our bank account details to enable you to make the deposit payment. Once we have received your deposit we will issue another invoice for the full cost of your stay, with the deposit receipted.

Payment

We regret that we are unable to accept payment by credit card.

The easiest way to make a payment is by BACS transfer (wire transfer), but we will also accept payment by cheque. If paying by cheque, payment will only be deemed to have been made once the cheque has cleared. Cleared funds for the full amount of your booking must be in our bank account at least seven days before the date of arrival. If full payment is not received by this date, you will be deemed to have cancelled the booking and we reserve the right to re-let the room.

If your reservation is made less than seven days prior to your date of arrival, payment in full for the length of your stay must be made at the time of booking.

If a cheque is returned unpaid, we will notify you whereupon you will be required to make alternative arrangements in order to secure the booking. We will not re-present a cheque, and you will be required to make alternative arrangements to secure the booking. If the required reservation payment is not received as outlined above, the booking will be cancelled.

Additional Payments

Under our payment terms, you will already have paid for your pre-booked accommodation ahead of your arrival. If you elect to extend the length of your stay, subject to the availability of the room, or you have taken evening meals and/or any other chargeable activity during your stay, payment for these will be due on the morning of your departure. Payment can be made by bank transfer (wire transfer), cash or cheque. We regret that we are unable to accept payment by credit card.

VAT

All rates are inclusive of VAT at the current rate.

Arrival and Departure

Check in is available from 4.00 p.m. to 8.00 p.m. on the day of arrival. If you are delayed or are unable to arrive within this time period, please let us know.

We ask that you please vacate your room by 11.00 a.m. on the morning of departure.

Car Parking

Off-street car parking is available at Solus. Cars are parked at the owners risk.

Evening Meals

We are pleased to offer our guests the option to dine in, subject to our availability. Regretfully, on certain nights of the week we are not available to prepare and serve a meal.

If you know that you will require an evening meal on the day of your arrival, please indicate on the booking form, or let us know at least 24 hours prior to your arrival, advising us of any special dietary requirements. Evening meals are served up to 9 p.m., except under special circumstances by arrangement.

During your stay we will be as flexible as possible regarding provision of evening meals, but if you require an evening meal we will need to know by breakfast time at the latest.

Meals purchased off the premises must be consumed off the premises. Under no circumstances can food be consumed in the bedrooms.

Keys

On arrival, you will be provided with a front door key, for which you have full responsibility for the duration of your stay. Lost keys will be charged at £5.00.

Under normal circumstances we will always be on the premises, and the front door will be unlocked. In the unlikely event that we need to leave the building for a short period of time you will have access via your front door key. When we retire at night, the front door will be locked.

Damage and Breakages

We understand that even with the best care, accidents can still happen. Please report these immediately they occur, especially if you accidentally spill something – it's much easier to clean if we know what it is and can act quickly. We do not normally charge for accidental breakages, but we reserve the right to charge for any significant damage caused by negligent or aggressive behaviour that could reasonably have been avoided, including the cost of repair or making good.

Liability

We do not accept any liability for any damage, loss of property or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves.

Data

Some of the data gathered during the course of a booking will be held on computer. We would like to hold this data after your visit to be able to inform you of future events, but if you would prefer us not to hold this information please let us know. We will never share your data with any third party.

Pets

Pets are not permitted in the house or on the premises. Well behaved assistance dogs will be allowed.

Lost Property

We are happy to return items that have been left following departure. However, there will be a minimum charge of £5.00 to cover postage and packaging.

Prices

We reserve the right to change our prices at any time. This does not affect bookings already made.

Smoking

Smoking is NOT permitted in the house or on the premises under any circumstances. Please note that offending guests will be asked to leave immediately, and any outstanding balance of nights booked but not taken through early departure will be forfeited.

Termination Policy

We reserve the right, at our discretion, to terminate without notice an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others. Please note that non compliance of our non-smoking policy will constitute termination. In such circumstances any outstanding account must be settled, and no refunds will be made.

Wi-Fi Access

By using our Wi-Fi Service you automatically agree to the terms and conditions of the service provider in force at the time.

Cancellation by a Guest

We understand that your circumstances may change and you may have to cancel your reservation. We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels.

If you cancel the reservation more than seven days prior to the arrival date, no charge will be made and your deposit and/or full payment will be returned.

If you cancel the reservation less than seven days prior to the arrival date, a cancellation charge equivalent to one night's occupancy rate for the room will be made, and any remaining balance will be returned to you.

If we have not received your payment in full by seven days prior to the date of your arrival, you will be deemed to have cancelled the reservation by default, and your deposit will not be returned.

Guests failing to arrive without notification of cancellation may be responsible, at our discretion, for a charge equivalent to the total reservation price.

We take all reservations in good faith, and we understand that there could be any number of reasons why you are unable to fulfill your booking. We will look at all circumstances sympathetically, but we advise that you take out suitable insurance to cover against unexpected costs such as cancellation fees.

Where a refund becomes due under the terms of this clause, repayment to you will be by BACS transfer. In this event, we will require your nominated bank account details in order for us to make the payment. We will not ask for your bank details under any other circumstances, and we will not share this information with any third party.

Cancellation by Us

In the unlikely event of us having to cancel your booking we will contact you immediately. Any payments made will be refunded in full. Our liability to you will be limited to full re-imburement of your payments, and no claims for compensation against us will be considered.

Where a refund becomes due under the terms of this clause, repayment to you will be by BACS transfer. In this event, we will require your nominated bank account details in order for us to make the payment. We will not ask for your bank details under any other circumstances, and we will not share this information with any third party.

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General

We reserve the right to amend these terms and conditions at any time.

You acknowledge and agree that all intellectual property rights (including, but not limited to, copyrights (including rights in software), trademarks, database rights) in and relating to our service are owned by us.

Nothing in this agreement allows transfer of any such intellectual property rights to you.

We reserve the right to assign or sub-contract any of our rights and obligations under this agreement without notice to you.

If any provision of this agreement is found to be unenforceable by a court of competent jurisdiction, the other provisions shall nevertheless remain in full force and effect.

This agreement is governed by the laws of Scotland and the parties hereto submit to the non-exclusive jurisdiction of the Scottish courts.